

Q and A's from September 2008
AHCCCS Monthly Web-Conference
"AHCCCS and KidsCare Overview"

Below are responses to some very good questions that were presented on September's call. Should you need further clarification or if there are specific details you weren't able to share, feel free to contact Community Relations directly.

- 1) Question: Asylum Refugees - Once an Asylum Refugee establishes permanent residency, are they denied coverage because of the 5 year resident requirement?

Answer: The 5 year resident requirement does not apply to an Asylee or Refugee who becomes a Lawful Permanent Resident. However, verification is needed that confirms they originally entered into the U.S. as an Asylee or Refugee.

- 2) Question: Parents- If a child qualifies for KidsCare or AHCCCS, why wouldn't their parents automatically qualify since the child's eligibility is based on the parent's income?

Answer: Each individual household member must meet KidsCare or Medicaid requirements. Eligibility is not determined by the household. Some examples of when a parent does not qualify for KidsCare include: other health insurance, potentially Medicaid eligible (due to individual budgeting), and bad debt for the parent only.

For Medicaid, reasons include combined families that have income allocated differently than families that are all related spouse-to-spouse and parent-to-child; noncompliance with a condition of eligibility (i.e. establishing medical support); and children under 6 have a higher individual income limit than adults.

- 3) Question: Critically ill newborns- Does the 3 month bare period for KidsCare apply to critical ill newborns?

Answer: Children born to AHCCCS or KidsCare eligible mothers are automatically enrolled in AHCCCS or KidsCare. AHCCCS or DES will contact the mother to confirm whether the newborn is residing with the mother and obtain the newborn's name and SSN.

- 4) Question: Federal Emergency Services (FES) and newborns- If a pregnant mom is receiving FES at the time of birth, is the baby automatically enrolled or do they need to complete an application?

Answer: The newborn is automatically enrolled in AHCCCS for 12 months if the child is residing with the mother in Arizona.

- 5) Question: Federal Emergency Services(FES) and Terminally Ill- If someone obtains FES to treat an emergency and is determined to be terminally ill or have a serious condition, would the individual continue to receive FES?

Answer: FES covers acute life threatening conditions such as a heart attack, stroke, acute appendicitis or a tumor that is causing symptoms that are life threatening. If someone is not having acute symptoms (i.e. shortness of breath, chest pain, severe pain or active bleeding) as a result of the illness, the condition itself is not considered an emergency medical condition for purposes of FES coverage.

- 6) Question: AHCCCS eligibility specialist and Virtual Office- Are reported instances of difficulty obtaining timely feedback from eligibility specialist (especially for KidsCare) a result from specialist working from home?

Answer: As noted on the call, the virtual office program is a great success that has resulted in increased productivity, reduced turnover, and cost-savings for the agency. Quality Customer Service is a top priority for the agency and we welcome any feedback you have of instances where timely responses were not provided.

- 7) Question: Health-e Arizona (HEA) and DES documentation- When a person submits documentation through (HEA), why does DES request the same documentation for their programs?

Answer: When documents are submitted through HEA, DES should only request missing documents or additional documents for other programs the applicant wants to apply for. A reminder will be sent to eligibility staff on the importance of checking the HEA system before requesting documentation.

Once again, thank you for participating in our first Web-Conference.